

Questions & Answers re: Automated Curbside Pick-up

Has your cart been missed? Please review the questions before to see if you fall under any of these issues. If you don't, please give our office a call to inform us. We can then review the camera footage from the trucks to better understand what happened.

1. When is the last pick up for Tag-a-bag?

The last pick-up for Tag-a-bag will be **December 18, 2023**.

We will be **delivering** your new carts on **December 18, 2023**.

Your pickup day will be every second **Tuesday beginning January 2, 2024**.

2. Was your cart set out by 7:00 am?

Carts **must be out by 7:00 am**. We suggest you put them out the night before.

The lids are secure so you don't have to worry about animals getting in them. If it

is a full cart, you shouldn't have to worry about wind taking it either. Make sure your lid is completely closed.

3. Was it set out on the street?

The cart needs to be set out **on the front road**, not on the sidewalk or the boulevard or in the driveway. If there are no vehicles, it can be set against the curb. Otherwise, make sure there is four feet of clearance from the vehicle or anything else.

4. How come my cart wasn't emptied completely?

The tipping process does not involve shaking the cart to ensure it is emptied. We will talk with our drivers to make sure they tipped completely to 180 degrees, but try to ensure garbage is not too tightly packed that something can get stuck in the bottom of the cart. **Our trucks have cameras, so we are able to track the time of pickup.**

5. Why was my cart missed?

There must be 14 feet of overhead clearance for the arm to reach into the top of the truck. If overhanging branches are in the way they may be unable to pick up your cart. Other reasons your cart may have been missed is because it was placed backwards, sideways, lid was not completely closed, vehicle parked too close after it was put out, or it was not put out on time.

6. Are the carts spaced 4 feet or more away from vehicles or each other?

The arm of the truck opens up to wrap around the cart to tip it. It requires at least four feet of clearance around each cart.

7. Was the cart over-filled?

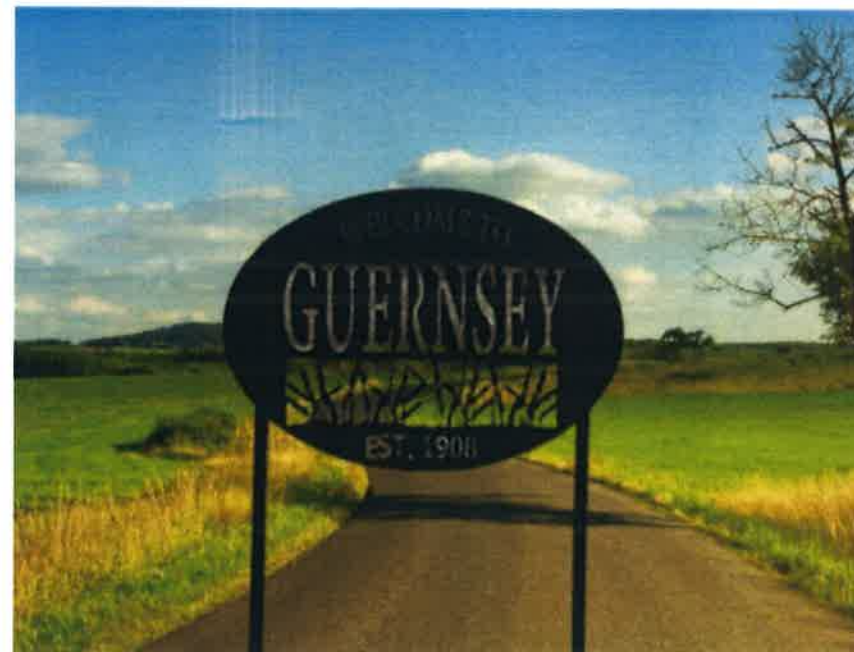
The lid must be completely closed to tip the cart. Otherwise, garbage can fall out on the street as the cart is being tipped, and our drivers can't pick it up manually and place it in the top of the truck.

8. I have left over garbage tags from the tag-a-bag system, what can I do with them? Can I get a refund for them?

Garbage bag tags are no longer needed for residential pickup. REACT will not be issuing any refunds for tags. You can use them towards payment for waste taken to the transfer station.



Welcome To The Hamlet of Guernsey
 Automated Curbside Collection Program!



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